

COMPAQ

A4000

Color Printer, Copier, Scanner
Fax All-In-One



Getting Started Guide

Notice

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Compaq A4000
First Edition (September 2001)

Getting Started Guide

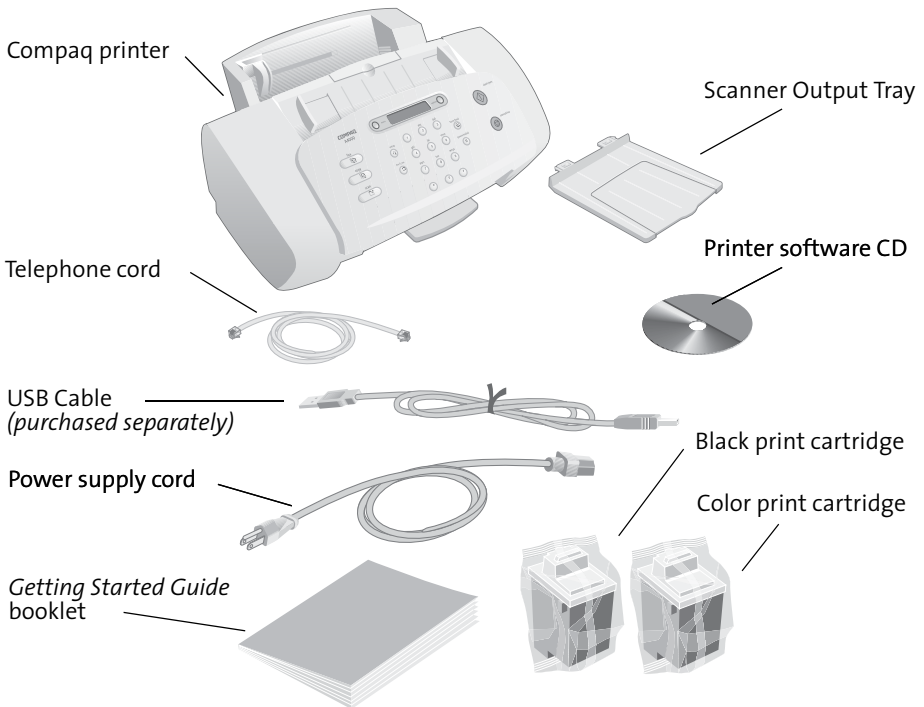
This booklet guides you step by step from setup through printing your first document, making copies, scanning an image, and sending a fax. Additional information can be found in the printer software help file.

Your Compaq Limited Warranty statement is located in the Appendix of this guide. See page 36 for information about contacting Compaq.

Setup

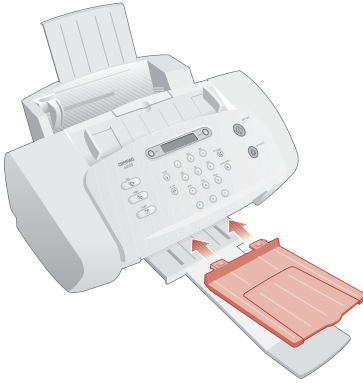
To setup your printer, follow these easy steps.

Step 1: Check the printer parts

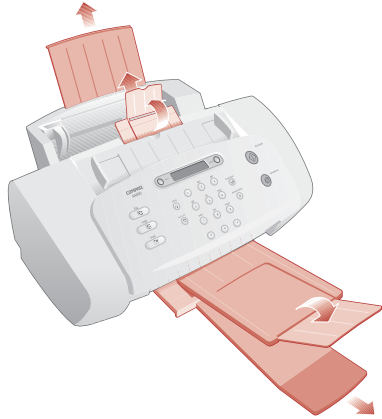


Step 2: Attach and extend trays

1 Attach the scanner output tray by snapping it into the two slots in the front of the printer.

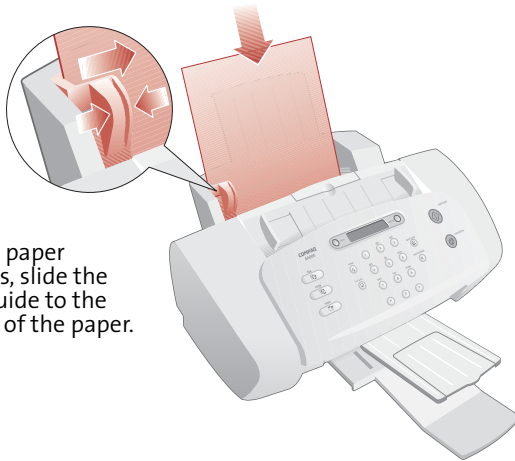


2 Make sure you fully extend the paper supports.



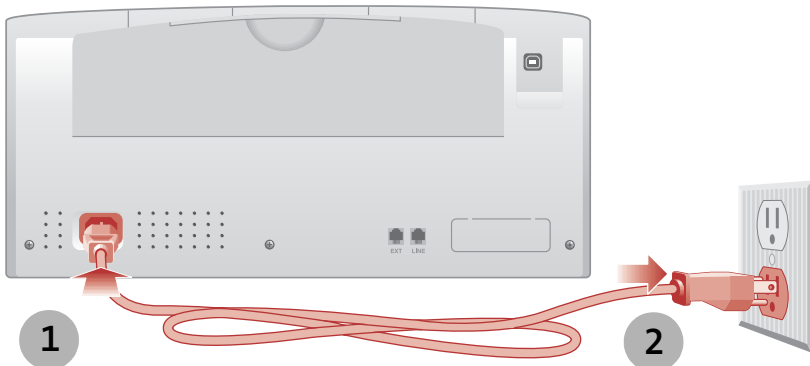
Step 3: Load up to 100 sheets of plain paper

1 You can use many different types and sizes of paper.



2
To avoid paper misfeeds, slide the paper guide to the left side of the paper.

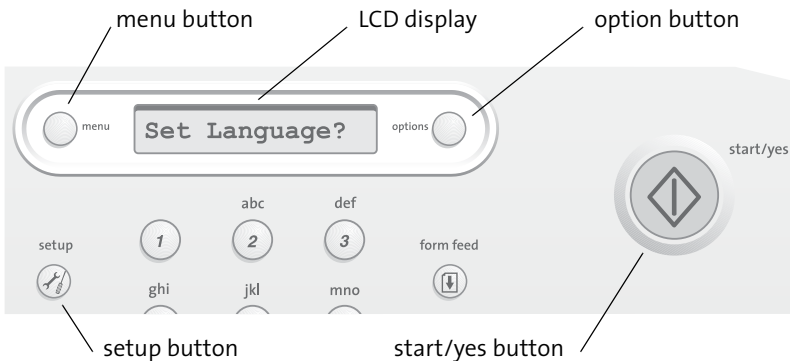
Step 4: Connect the power cord



You should plug the power cord, which has a three-wire electrical grounding type plug, into a grounded electrical outlet.

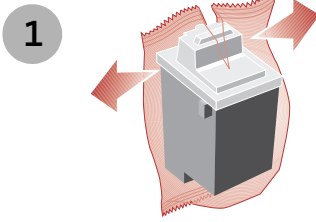
Step 5: Select your language

When the power is connected, the printer will ask you to select your language. Use the **option** button to find the language you wish to use for the LCD panel menus. Once you have found your language, press **start/yes** to select it.

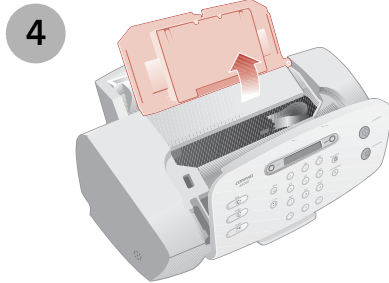
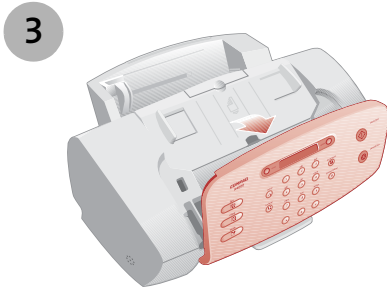
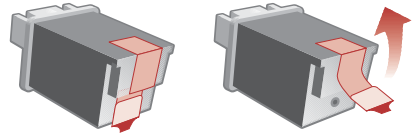


Note that the printer will only ask you to set the language the first time the printer is powered on. If you wish to select a different language at a later time, first press the **setup** button, and then press the **menu** button repeatedly until you find the language menu.

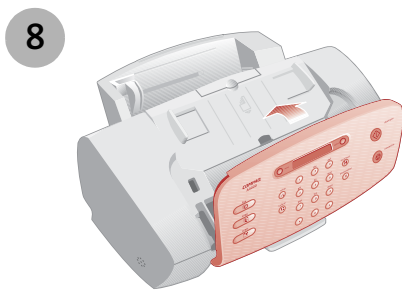
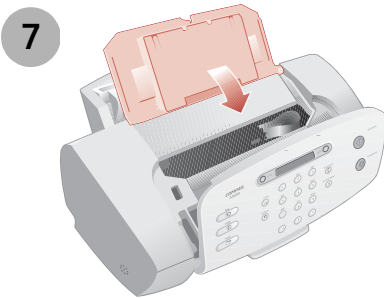
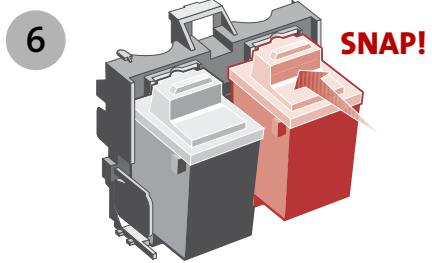
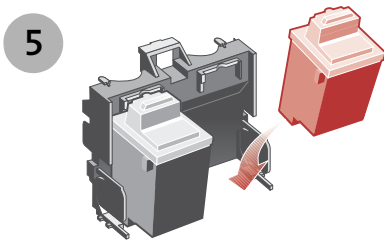
Step 6: Install the print cartridges



2 Warning: Do **not** touch the gold contact areas on the back and bottom of the print cartridges.

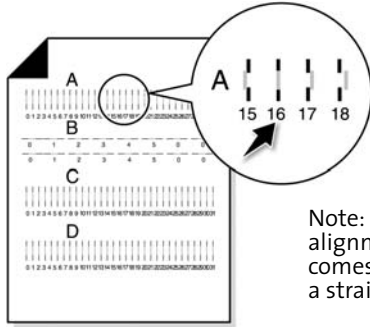


Note: The cartridge carrier moves to the loading position when you open the cover.



Step 7: Align the cartridges

After installing the print cartridges and closing the cover, an alignment page will be automatically printed. From each alignment group on the alignment page, find the number under the alignment pattern that comes closest to forming a straight line.

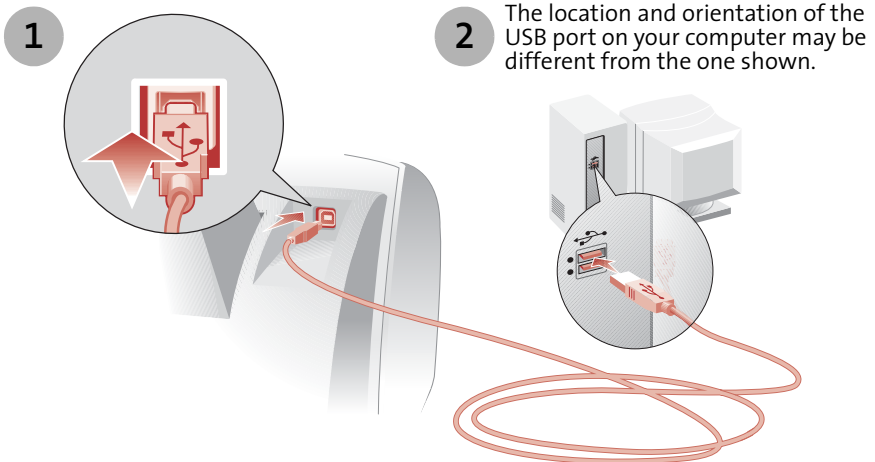


Note: In this example for alignment group A, 16 comes closest to forming a straight line.

Using the number keypad, enter the value for the letter displayed on the printer LCD. The next alignment letter will be shown until you have set all the alignment values for the page.

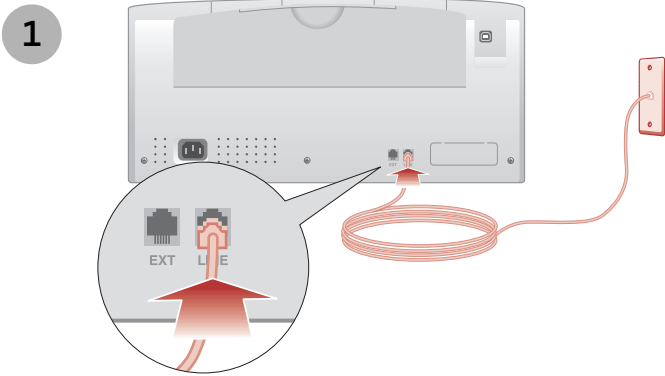
Step 8: Connect the USB cable

The A4000 is an excellent standalone copier and fax. However, you can maximize the value of your printer by attaching it to your PC and installing the software.

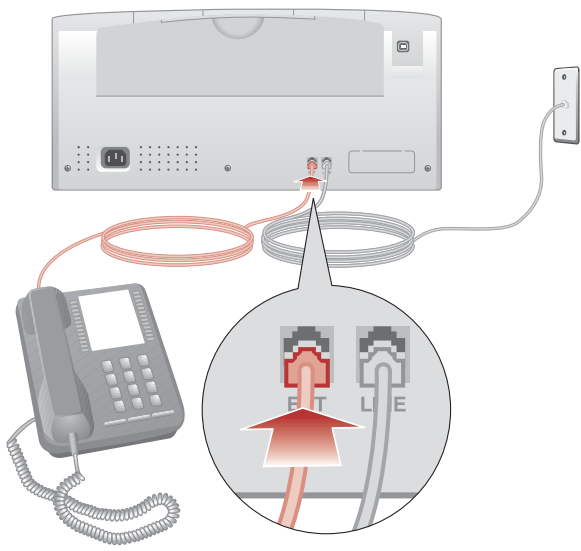


Step 9: Connect the telephone line cord

To use the fax capabilities of the A4000, you will need to connect it to a working telephone line.



2 Optionally, you can attach a telephone. This lets you use the fax line as a normal telephone line.

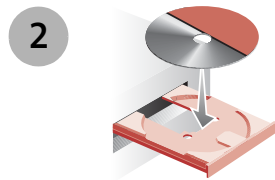


Step 10: Install the printer software

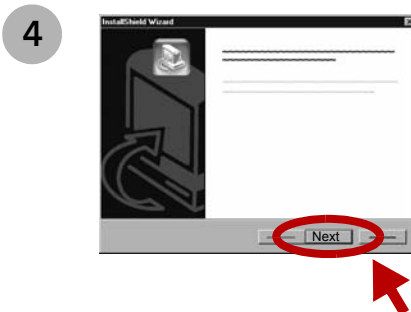
If your computer is not already on, please turn it on now.



Click **Cancel** on any screens similar to the one shown.



3 Wait for the Compaq printer software installation screen shown in 4 to appear. If it doesn't, see page 33.



Click **Next** and follow the instructions until the installation is complete.

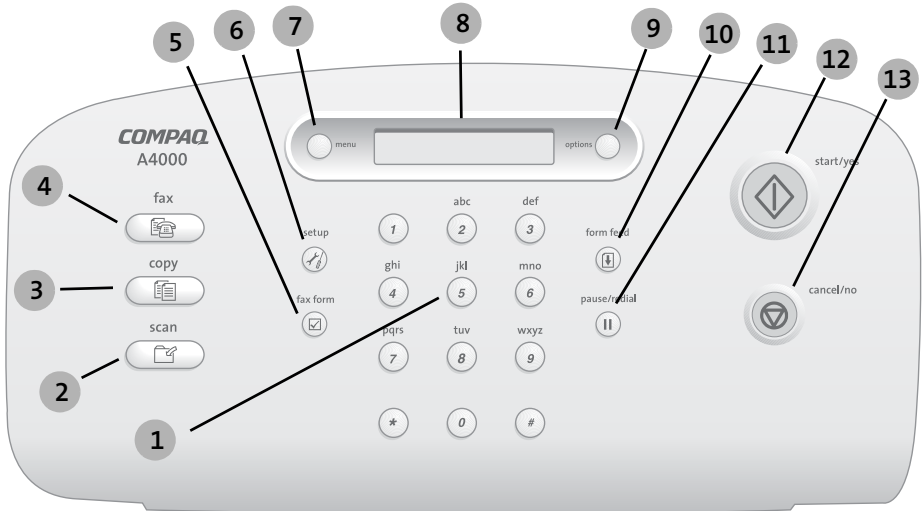
Congratulations!

You have finished setting up your printer.

Controls and settings

This section describes the A4000 Control Panel, and the Settings Utility software.

Control panel features



#	Button	Description
1	keypad	Dial a number or select a value for printing copies.
2	scan	Scan a document to your computer.
3	copy	Copy a document.
4	fax	Fax a document.
5	fax form	Print out a fax form, or process a fax form.
6	setup	Select one of the system setup menus.
7	menu	Display the menu for a feature.
8	LCD Display	Displays menus and status messages.
9	options	Change the option for a setting while in a menu.

#	Button	Description
10	form feed	Continue printing after reloading paper tray, or remove paper if it does not exit after printing.
11	pause/redial	Add a three-second pause when dialing, or dial the last fax number called.
12	start/yes	Start a copy or scan job, or provide a Yes response when answering questions.
13	cancel/no	Cancel an action or clear an incorrect value, or provide a No response when answering questions.

Menu button

The **menu** button is located to the left of the LCD display. Press the **menu** button after you press the **fax**, **copy**, **scan**, or **setup** buttons to access the settings menu for each operation. For example, press **copy**, then **menu**, to:

- > **Set the copy type.** Choose between three different black settings, and three different color settings.
- > **Set the copy contrast.** Select this option to lighten or darken the copy contrast.
- > **Set the copy size.** Scale the copy to a new size.
- > **Set the paper type.** If you have glossy paper loaded, change the paper type with this menu.

The menu for each operation is specific to that operation. See the following chapters for a full description of the features and settings for faxing, copying, and scanning.

Options button

The **options** button is located to the right of the LCD display. When a menu is displayed, press the **options** button to display and select an option.

Setup button

Press the **setup** button, then the menu button, to display the setup menu. Press the **menu** button to display each menu option, and use the **options** button to change it.

- > **Set the date and time.** If the A4000 is not connected to a PC, you can set the date and time here.
- > **Print a report.** Print fax confirmation reports, transmit and receive logs, speed send listings, or a self test.
- > **Maintain your printer.** If you notice white lines or missing colors in your printouts, clean the cartridges. If you change cartridges, align them.
- > **Set the paper size.** Use this menu to indicate the size of paper loaded in the paper input tray.
- > **Set the ringer volume.** Control the ringer volume when the fax line rings.
- > **Set the fax print quality.** Select the print quality of received faxes.
- > **Setup fax forwarding.** Your faxes can be forwarded to a new number automatically, or printed and forwarded.
- > **Set the fax receive mode.** Determine how faxes are received. See the Fax chapter for more details.
- > **Setup distinctive ringing support.** Teach the A4000 to answer a distinctive ring.
- > **Set language.** Choose your preferred language for the printer menus.

Many of these features can be set from the settings utility, described in the next section.

Using the settings utility

Use the Settings utility to change the default settings of your A4000. There are three ways to access the Settings utility:

- > From the Start menu, click **Programs ▶ Compaq A4000 ▶ Compaq A4000 Settings Utility**
- > or, from the system tray, left click on the A4000 monitor icon
- > or, right click on the icon, and select **A4000 Settings** from the menu.

After using any of these three methods, the Settings utility main window will appear.

The printer monitor icon

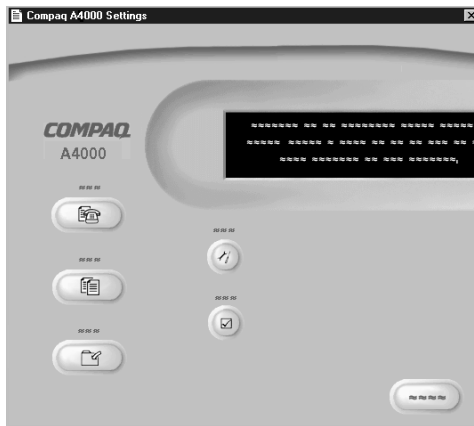
The printer monitor icon not only provides you with a fast and easy way to access many of the A4000 features...it provides you feedback as well:

- > The normal icon (shown at right) indicates the A4000 is connected and communicating with your PC properly.
- > An icon with a red “X” indicates the A4000 is not connected or there is some other problem.
- > An animated icon shows that the PC is assisting the A4000 in a task, such as scanning or a custom copy feature.



Main settings window

The main settings window is the first window that appears when accessing the A4000 settings utility. Select one of the buttons to change the default settings for the corresponding feature. You can set defaults for printing, copying, and scanning.



You can make changes to your settings even when your A4000 is not connected to your PC. Any changes will be sent to the A4000 the next time it is connected.

Print settings

The print settings give you access to the printer properties and settings. These allow you to control PC printing functions such as cartridge cleaning and alignment, paper size, orientation, etc.

Copy settings

The copy settings window controls how the A4000 makes copies. You can change the default standalone copy settings, so that the copy you expect to usually make will become your default setting. Choose your default copy type, quality, and contrast.

Scan settings

The scan settings window controls the Scan To menu. When you press the Scan button on the A4000, a Scan To menu appears on the LCD display.

- > The first menu option allows you to scan to a folder on your PC. By default, this is usually the My Pictures folder, but you can change this to any folder you wish.
- > The second option allows you to scan to your email program, if you have one. You must have an internet account and connection, a valid email address, and an email program that supports MAPI (most popular email programs support the MAPI interface).

You can define up to six (6) additional menu options for scanning to your favorite applications.

Fax settings

The fax settings window contains all of the fax controls. You can change fax defaults, change advanced fax settings, or set up your fax speed send numbers. Define up to 60 speed send numbers and 10 groups.

Fax form settings

Use the fax form window to set up your custom fax form. Select a bitmap for your company logo, and decide what speed send numbers to include.

See the following chapters for more details on each of these features.

Printing

Now that you have set up your Compaq A4000 and installed the A4000 software, you are ready to print your first document.

Basic printing

Basic printing is as easy as:

- 1 Load the paper.
- 2 Open the file you want to print.
- 3 Customize the printer settings. (For help, see the section below, “Using the printer software.”)
- 4 Print your document.

Using the printer software

Use the Printer Properties (or Printing Preferences) to customize settings so your document prints the way you want it. There are several ways to access your Printer Properties:

- > From the Start menu, click **Programs ▶ Compaq A4000 ▶ Compaq A4000 Properties.**
- > From the Start menu, click **Settings ▶ Printers.** From the Printers folder, **right-click** on the Compaq A4000 icon and select **Properties.**
- > From your software application, click **File ▶ Print ▶ Properties.**

For example, to print the first page of the Getting Started Guide:

- 1 Load plain paper. For help, see page 2.
- 2 From the Start menu on your desktop, click **Programs ▶ Compaq A4000 ▶ Compaq A4000 Getting Started Guide.**
- 3 From the Guide, click **File ▶ Print ▶ Properties**
 - a From the Quality/Color tab, drag the Print Quality slider to the left to print *quickly*, but in *lower quality*.
 - b Click **OK** to apply the settings and close the Printer Properties.
- 4 In the Print Range area of the Print dialog box, select **Current Page.**
- 5 Click **OK** to print the current page of the Getting Started Guide.

Getting Started Guide

To learn more about the properties and capabilities of the printer:

- > Explore the other tabs in the Printer Properties.
- > Explore the menus.
- > Click **Help** to view the printer software help.

Printing photos

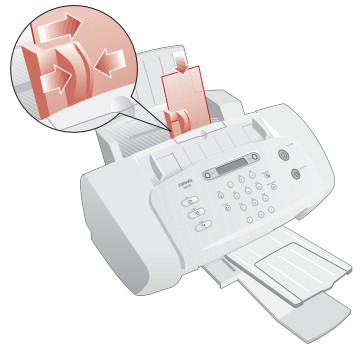
To print the best looking photos:

- 1 Use photo paper. We recommend Compaq Inkjet Glossy Photo Paper.
- 2 In Printer Properties:
 - > Select the Glossy paper type, if you are using glossy paper.
 - > Select the Color Photo icon.
 - > Choose a print quality of 1200x1200 dpi or higher.
- 3 Close Printer Properties and print.
- 4 Using photo paper and an optional photo cartridge will provide superior prints, but it is not required to get great looking photos from your A4000.

Printing envelopes

To print on envelopes:

- 1 Load up to 10 envelopes vertically, with the print side facing you.
- 2 Adjust the paper guide so it is against the side of the envelopes.
- 3 The stamp location is in the upper-left corner.
- 4 Select the envelope type from the Paper tab of Printer Properties.
- 5 Close Printer Properties and print.



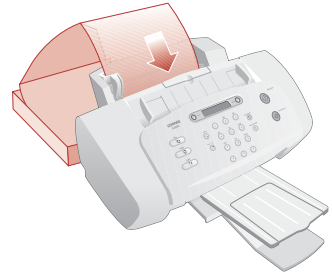
Printing multiple pages per sheet of paper

You can print two, four, or nine “pages” of your document on a single sheet of paper. This will save you both print time and paper. Explore the **Layout** tab of the Printer Properties for these and many other layout options.

Printing banners

To print a banner, you should have banner paper and software that supports banner printing.

- > Place the banner paper behind the printer.
- > Bring the unattached edge of the first page over the printer and into the sheet feeder.
- > Place the paper guide against the side of the paper.
- > Select **Banner** or **Banner A4** on the **Paper** tab of the Printer Properties.
- > Print your banner.



Printing transparencies

If you have transparency film:

- > Load the transparency so the rough side is facing you (smooth side down).
- > Place the paper guide against the edge of the transparency.
- > Select **Transparency** on the **Paper** tab of Printer Properties.
- > Print your transparency.

Getting more from your printer

Your printer is capable of printing many types of projects. Create handouts, booklets, posters, and more. Explore the Compaq A4000 Printer Properties for additional features.

Compaq Inkjet Media is specifically engineered to give the best results when used with your Compaq inkjet printer. Compaq Inkjet Media may be purchased at your local retailer or on the internet.

With printing software, you can create greeting cards, iron-on transfers, and many other printing projects. Check the Compaq website periodically for printer activities and ideas.

From the Start menu, click: **Programs** ▶ **Compaq A4000** ▶ **Compaq Online**.

Copying

It is easy to make color and black&white copies with the Compaq A4000.

Preparing documents for copying

You can use the A4000 to copy documents that are printed on standard letter, legal, or A4-sized paper. Before you feed your documents:

- > Make sure any glue, ink, or correction fluid on the paper is completely dry.
- > Remove all staples, paper clips, and similar items.

This will help prevent paper jams and will keep your A4000 working properly.

Loading documents

The A4000 can copy up to 30 sheets of paper at a time. To load your documents:

- > Place the documents face down into the document input tray.
- > Adjust the document guides to match the width of the document.
- > Slide the documents down into the scanner until it grips the first sheet.



Your documents are now ready to be copied.

Using the copy/scan sleeve

Some documents cannot be fed into the scanner input feeder. For those documents, the A4000 comes with a **copy/scan sleeve**. The sleeve is a stiff piece of plastic with a clear plastic overlay.

Place your document between the two pieces of plastic so that it is centered at the top and visible through the clear plastic sheet. Then place the sleeve face down into the document feeder, with the closed end first and clear side down.

Use the sleeve for the following types of documents:

- > Envelopes, checks, or receipts
- > Photographs or fragile documents
- > Curled, wrinkled, creased, thin, or torn paper
- > Carbon, coated, onion skin, or glossy paper

Note: Do not feed anything thicker than a normal sheet of paper into the scanner. For example, you cannot copy credit cards or a driver's license. Doing so will damage your sleeve and the scanner.

Making a copy

To make a single copy with the default settings, simply press the **copy** button, and then press **start**.

Making multiple copies

Before you press the **start** button, enter the copy quantity with the numeric keypad. The default is always one (1) copy, and the maximum you can select is 99.

Changing copy settings

You can set the default copy settings with the settings utility. If you want to review the copy settings, or make changes for the current copy job, press the **menu** button after you press the **copy** button.

The copy menu allows you to change the quantity, copy type, contrast, size, and paper type.

Use the **menu** button to review the settings, and the **options** button to change them. When you are satisfied with the settings, press the **start** button to start your copy.

Scanning

The Compaq A4000 offers two ways to scan a document. You can scan:

- > Using your computer
- > Using the Scan button

You can scan a document while your A4000 is printing a previous print job, but not while you are faxing or making copies.

The scanner driver supports scanning from the bundled applications on the CD as well as all your favorite scanning programs.

Preparing documents for scanning

You can use the A4000 to scan documents that are printed on standard letter, legal, or A4-sized paper. Before you feed your documents:

- > Make sure any glue, ink, or correction fluid on the paper is completely dry.
- > Remove all staples, paper clips, and similar items.

This will help prevent paper jams and will keep your A4000 working properly.

Loading documents

The A4000 can scan up to 30 sheets of paper at a time. To load your documents:

- > Place the documents face down into the document input tray.
- > Adjust the document guides to match the width of the document.
- > Slide the documents down into the scanner until it grips the first sheet.



Your documents are now ready to be scanned.

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Place your document between the two pieces of plastic so that it is centered at the top and visible through the clear plastic sheet. Then place the sleeve face down into the document feeder, with the closed end first and clear side down.

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- > Envelopes, checks, or receipts
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- > Curled, wrinkled, creased, thin, or torn paper
- > Carbon, coated, onion skin, or glossy paper

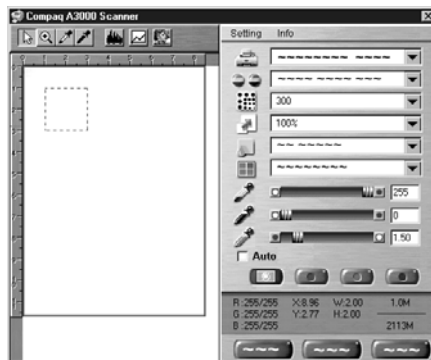
Note: Do not feed anything thicker than a normal sheet of paper into the scanner. For example, you cannot scan credit cards or a driver's license. Doing so will damage your sleeve and the scanner.

Scanning with the computer

To scan and save files on your PC, the Compaq A4000 provides a standard TWAIN interface for scanning documents. TWAIN is a common scanner interface supported by many application programs. Because the A4000 supports TWAIN, it is compatible with a wide range of software.

To perform a scan using Ulead Photo Express (included with your A4000 software), complete the following steps:

- 1 Place the document in the scanner feeder, as described in “Loading documents” on page 21.
- 2 Start Photo Express. From the Start menu, click:
Programs ▶ Ulead Photo Express 4.0 ▶ Photo Express
- 3 Open the **File** menu and choose **Acquire ▶ Scanner**. Make sure that the selected scanner is set to **Compaq A4000**.
- 4 Select the **Acquire** button at the bottom of the screen.
- 5 The Compaq A4000 TWAIN scanning dialog will appear, as shown.



- 6 Optionally, you can select the **Preview** button. This will perform a quick preview scan of your document. Once the preview is complete, you can move and size the dashed box to select the exact area of the document you wish to scan. You can make other adjustments to the scan settings at this time as well.
- 7 If you performed a preview scan, remember to replace your original document back into the scanner feeder.
- 8 Push the Scan button on the TWAIN dialog to perform the scan.

Large scan areas and/or resolutions above 300 DPI require additional memory and disk space, and will take longer to process. To minimize this, use the Preview button first. Select only the area you need to scan, and don't use a resolution above 300 DPI unless you require it.

Adjusting your scanner settings

When using your computer to scan documents, the scanner settings are controlled by the application you are using. If the application uses the TWAIN dialog, you can control the resolution, contrast, brightness, and more.

When scanning with the A4000 **scan** button, your scan settings are controlled by the A4000 settings utility. See "Using the settings utility" on page 11 for more information.

Scanning with the scan button

To perform a scan using the **scan** button on the A4000 control panel, complete the following steps:

- 1 Place the document in the scanner feeder, as described in "Loading documents" on page 21.
- 2 Press the **scan** button.
- 3 Select the Scan To destination. Press the **options** button to cycle through the available choices. For a full description of the scan destinations, see below.
- 4 Press the **start** button.

The A4000 will then contact your PC and perform the scan.

You can scan to a folder, scan to email, or scan to an application, as explained in the following sections.

Scanning to a folder

The first Scan To menu destination is a folder on your PC. This is initially your My Pictures folder, located in your My Documents directory. You can change your folder and default file type with the A4000 settings utility.

Once scanned, the files will be given the filename of **Month - Day - ###.ext**, where ### indicates the number of the image scanned that day. For example, the second image scanned on May 1 would be named **May-01-002.JPG**.

The file extension depends on the file type selected for your scan.

Scanning to email

The second Scan To menu destination is your email program. This option will scan documents directly into your email program, and either convert the document to text for editing, or attach the documents as graphic images.

To use this option, you must have an email program installed on your computer, and it must support MAPI (a mail application interface). Most popular email programs support the MAPI interface.

By default, the text file type TXT is used when scanning to email. This will convert your scanned documents to ASCII text and place the text in your email program for editing. If you select another file type with the A4000 settings utility, your documents will be scanned using the file type you choose and attached to your email message.

Once your document is scanned, your email program will be launched, and a new message will be opened. The document text will be added or the scanned image will be attached. Simply enter a subject, select your recipients from your email address book, and send!

Note: Read over the scanned text for formatting or editing mistakes. The character recognition does a great job of converting characters, but the quality of conversion will depend on the document being scanned.

A copy of your scanned document will be saved in your user folder, which defaults to your My Pictures directory.

Scanning to custom applications

The remaining Scan To menu options are for defining your own applications. You can define up to six (6) additional applications using the A4000 settings utility.

For instance, you can add Microsoft Paint to the menu and scan to BMP files for editing, or add Microsoft Word and scan to the RTF format for word processing.

Once your document is scanned, the application program will automatically launch and will load the scanned document.

Changing scan settings

You can set the default scan settings with the settings utility. If you want to review the scan settings, or make changes for the current scan job, press the **menu** button after you press the **scan** button.

The scan menu allows you to change the scan type, contrast, size, and file type.

Use the **menu** button to review the settings, and the **options** button to change them. When you are satisfied with the settings, press the **start** button to start your scan.

OCR (Optical Character Recognition)

The Compaq A4000 includes software to perform OCR (Optical Character Recognition). The OCR software converts a scanned document into a file you can edit with a word processor. You can use the OCR software directly, or you can use the **scan** button.

Using the Settings utility, select a Scan To application like WordPad, and select TXT as your file type. Now place your document on the scanner and press the scan button. Your document will be scanned, converted to text using the OCR software, and loaded into your selected word processing program.

Additional software

The A4000 includes additional scanning and image editing software. This software was selected to help you maximize the use of your scanner. Use the software to explore the many capabilities of your new A4000.

Getting more from your scanner

Large scan areas and/or resolutions above 300 DPI require additional memory and disk space, and will take longer to process. To minimize this, use the Preview button first. Then select only the area you need to scan, and don't use a resolution above 300 DPI unless required.

For additional information when scanning, see the A4000 TWAIN help file. All of the controls on the TWAIN window have pop-up help.

Your A4000 is ideally suited for many types of projects. Scanning photos, documents, and making copies are just some of the things you can do. With scanning and printing software, you can create greeting cards, iron-on transfers, and many other projects. Check the Compaq website periodically for activities and ideas.

From the Start menu, simply click **Programs ▶ Compaq A4000 ▶ Compaq Online**

Faxing

The Compaq A4000 offers two ways to fax a document:

- > Using the front control panel
- > Using a fax form

This section describes fax settings, and faxing using the front control panel. For information on the fax form, see “Fax Form” on page 31.

Preparing documents for faxing

You can use the A4000 to fax documents that are printed on standard letter, legal, or A4-sized paper. Before you feed your documents:

- > Make sure any glue, ink, or correction fluid on the paper is completely dry.
- > Remove all staples, paper clips, and similar items.

This will help prevent paper jams and will keep your A4000 working properly.

Note: If you need to fax a thin, damaged, or unusually sized document, try the copy/scan sleeve. See “Using the copy/scan sleeve” on page 21.

Loading documents

The A4000 can fax up to 30 sheets of paper at a time. To load your documents:

- > Place the documents face down into the document input tray.
- > Adjust the document guides to match the width of the document.
- > Slide the documents down into the scanner until it grips the first sheet.



Your documents are now ready to be faxed.

Sending a fax

To send a fax with the default settings:

- 1 Press the **fax** button
- 2 Enter the fax number using the numeric keys, or press the **pause/redial** button to use the number you last dialed.

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- 3 Pressing the **pause/redial** button after you have started entering a number will insert a **P** into the number. This results in a three-second pause while dialing. This is useful when you have to dial a number and wait for an outside line (for example, **9P7135551212**).
- 4 Press **start**.

The A4000 will dial the fax number and transmit the documents.

Changing fax settings

You can set the default fax settings with the settings utility. If you want to review the fax settings, or make changes for the current fax job, press the **menu** button after you press the **fax** button.

The fax menu allows you to change the fax type, resolution, and contrast.

Use the **menu** button to review the settings, and the **options** button to change them. When you are satisfied with the settings, press the **start** button to start your fax.

Speed sending

Using the Settings utility, you can set up to 70 speed send numbers (60 individual numbers and 10 groups) for your frequently dialed fax numbers. Each speed send entry can be a fax number, an email address, or a group made up of any of the speed send entries.

Once you have set up your speed send numbers, you can fax with speed send.

- 1 Load the documents you wish to fax.
- 2 Press **speed send** (the **#** button).
- 3 Press the **options** button to select the speed send destination, or enter a speed send number with the keypad.
- 4 Press **start** to send the fax.

To print out a list of all the speed send numbers available on your system, first press **setup** and then press **menu** repeatedly until you find the speed send report. Press **start** to print the report.

Speed sending faxes as email

If the speed send number you select is an email address, or an email address group, your PC will be used to scan the fax pages and will send them using your email program.

You must have an email program installed on your computer, and it must support MAPI (a mail application interface). Most popular email programs support the MAPI interface.

Once the pages are scanned, your email program will start and the scanned pages will be attached and sent as an email.

Quick mode

To quickly send a fax using the default settings, simply load the documents, enter the fax or speed send number with the keypad, and press the **fax** or **start** button.

On hook dialing

On hook dialing provides the ability to dial a number, respond to an automated answering system, and then receive or send a fax.

To use on hook dialing:

- 1 If you are sending a fax, load your documents.
- 2 Press **start**. You should hear a dial tone.
- 3 Dial the number with the keypad, just as you would on a standard telephone. Dial carefully...if you make a mistake, press **cancel** and start over.
- 4 When your call is answered, you can listen to the answering message. To change the volume, press the **menu** button until the speaker volume appears, then press the **options** button to adjust the volume.
- 5 At the appropriate time, press **start** to send or receive your fax.

Note: On hook dialing is not available when faxes are pending for automatic redial, or there is a paper jam.

Redial

If the number you have dialed is busy or there is no answer, the A4000 will hang up, wait, and then redial the number. The number of retries, and the wait between tries, can be set using the Settings utility. Press the **start** button during the retry interval to try again immediately, or press the **stop** button to stop the redial altogether.

Press the **pause/redial** button to recall the last number dialed. You can modify the number by pressing the **cancel** button to clear digits and use the keypad to add new ones.

Receiving a fax

The A4000 has four fax receive modes. The current receive mode is displayed in the top right corner of the LCD display.

You can change the receive mode with the Settings utility, or by pressing the **setup** button, followed by the **menu** button. Press the **menu** button repeatedly until the receive mode menu is displayed.

The four receive modes are:

- > **FAX.** The A4000 will answer the incoming call on the first ring and receives the fax automatically. Use the Settings utility to set the number of rings to wait before answering the call.
- > **ANS/FAX.** Use this receive mode if you have an answering machine connected to the A4000 **ext** socket. The answering machine will answer the call, and if a fax tone is detected, the A4000 will receive the fax. If the answering machine is off or not connected, the A4000 will still attempt to receive a fax after six or more rings.
- > **TEL.** This mode works best if you have a telephone attached to the **ext** socket on the A4000. Fax reception is turned off. If you receive a call on the extension phone and hear fax tones, you can receive the incoming fax by pressing * 9 * (star-nine-star), or by pressing the **start** button twice. Once the A4000 starts receiving the fax, hang up the telephone handset.
- > **DRPD.** In DRPD (Distinctive Ring Pattern Detection) mode, the A4000 will answer a call on the line that has a distinctive ring pattern. Distinctive ring is a telephone company service that allows a single telephone line to answer several different telephone numbers. Before you can use DRPD, you must teach your A4000 the ring pattern using the setup menu. Also, check with your local telephone provider to see if they offer the Distinctive Ring service.

Choose the fax receive mode that best fits your faxing needs.

Fax forwarding

While you are away from your home or office, you do not have to miss important faxes. The Compaq A4000 can forward any faxes it receives to a fax machine at your new location, and it can print a copy for you to review when you get back as well.

To set up fax forwarding, use the **setup** menu or the Settings utility. Set the start date and time, the end date and time, and whether you want your faxes printed locally as well as forwarded. If fax forwarding is active, it will be indicated on the LCD display.

Fax Form

The fax form is a quick and easy way to:

- > Print a fax cover page
- > Easily fax to your frequently dialed speed send numbers

The fax form is a paper document that you can use to give instructions to your A4000. Mark it with a pencil or pen and feed it into the scanner. The A4000 software will then read your marks and fax your documents.

Fax Form | | | | |

From:

- John O. Public
- Jill Marshall
- Shenzy Barikalot
- Molly Peabrain
- Blaine E. Tsalot
- Charlie Sailor

To:

- Ryan Asheron
- Lacey Zoo
- Tyler Yazzo
- Corey Bonfire
- Kyle Dragonball
- Walter Snakes
- Chalky Skardecat
- Blacky Oldman
- AGM
- Softeq Development
- Aquaria by Karen
- Gunn and Mullins
- Kayla & Cameron

Send Cover Fax Logo Company Logo

Note:

Resolution

- Standard
- Fine
- Supertine

Contrast

- Lighter
- Light
- Normal
- Dark
- Darkest

Fax Type

- Black
- Black Photo
- Color

COMPAQ

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To use a fax form, your A4000 must be attached to a PC with the A4000 software installed.

Setting up your fax form

Use the Settings utility to set up your fax form. See “Using the settings utility” on page 11 for instructions on running the settings utility.

First, set up your fax speed send numbers in the fax settings window. Then, add up to eight (8) speed send numbers to the **From** section on the fax form, and up

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to sixteen (16) numbers to the **To** section. You can add individual numbers, or speed send groups.

By default, the word “Fax” will appear on the cover page. If you want to include your company logo instead, select a bitmap file containing your logo.

The default resolution, contrast, and fax type will also appear on the form. Set your fax defaults in the fax settings window. Each time you print a fax form, it will use your speed send selections and default settings.

Printing a fax form

To print a fax form, first make sure the scanner input tray is empty. Then press the **fax form** button on the A4000 and the form will print.

A triangle to the left of a checkbox indicates a default setting. You do not have to mark the box to accept the default. To change the setting, mark a different box

Using a fax form

Using a fax form is easy:

- 1 Print out a fax form.
- 2 Place a mark next to the names you wish to send the fax to.
- 3 Place the fax form on top of your documents, then place the entire stack face down into the scanner input tray.
- 4 Press the **fax form** button to process your form, and send the fax.

Optionally, you can mark the cover page box and write a note. A cover page will be created and sent with your documents.

Faxing a quick note

A fax form is also a great way to send a quick note without any documents. Just print out a fax form, write on it, load it back into the scanner tray, and send the form by pressing the **fax form** button. A cover page will be created with your return fax information and your note.

Help

Your printer has been designed for ease of use. There may be occasions when you have questions or need general printing help. This section is designed to answer your most frequently asked questions. For additional help, press the **Help** button on the Printer Properties dialog.

The installation screen did not appear

- 1 Make sure you click **Cancel** on any screens similar to ❶ in step 10 on page 7.
- 2 Make sure the Compaq printer software CD is in your CD-ROM drive.
- 3 From the desktop, double-click **My Computer**.
- 4 Double-click the CD-ROM drive icon.
- 5 If necessary, double-click **setup.exe**.
- 6 Continue with ❹ in step 10 on page 7.

The printer or scanner isn't working

Try the following:

- > Check the USB cable. Is it securely plugged into the printer and your computer?
- > Check the printer status:
 - a From the Start menu, click **Settings ▶ Printers**.
 - b From the Printers folder, double-click the icon for your printer.
 - c From the Printer menu, make sure:
 - > **Default Printer** is selected.
 - > **Pause Printing** is not selected.
- > If you have connected your printer to another device such as a fax machine, disconnect the printer from that device and connect the printer directly to your computer.
- > Check the printer port:
 - a From the File menu of a software application, click **Print** or **Printer Setup**.
 - b In the **Where** area, make sure your printer port is set to USB.

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- > Make sure you have not installed multiple copies of the printer software:
 - a From the Start menu, click **Settings ▶ Printers**.
 - b In the Printers folder, make sure there is only one icon for your printer.
 - c If you have two printer icons for the same printer, try printing a test page from each icon. Right-click the icon, select Properties, and then click the **Print Test Page...** button. If the test page prints from one icon and not the other, delete the icon for the printer that does not print.

Uninstalling the software

If there is still a problem, uninstall and then reinstall the printer software:

- 1 From the Start menu, click:
Programs ▶ Compaq A4000 ▶ Uninstall Compaq A4000
- 2 Follow the instructions on your screen.
- 3 To reinstall the printer software, See “Install the printer software” on page 7.

Paper misfeeds or multiple sheets feed

- > Make sure you are using a paper recommended for inkjet printers.
- > Do not force the paper down into the printer when you load it.
- > Do not load too much paper in the sheet feeder. The printer will hold up to 100 sheets of plain printer paper (and less sheets for heavier paper).
- > Adjust the left paper guide so it rests against the left edge of the paper, but not so tight as to bow the paper in the feeder.
- > Make sure the printer is on a flat, level surface.

Document jams

Try removing the paper from the document scanner feeder. If the paper is lodged too far into the scanner feeder and can't be removed:

- 1 Open the front panel by pulling the top toward you, as if you were changing the cartridges (see page 4 for illustrations).
- 2 Remove the paper.
- 3 Close the front cover.
- 4 Copy, scan, or fax your document again.

Note: Don't place more than 30 pages into the document feeder.

Paper jams

Try removing the paper from the sheet feeder. If the paper is lodged too far into the printer and can't be removed:

- 1 Unplug the power cord from the printer.
- 2 Pull firmly on the paper to remove it. Pull the paper from the front if necessary.
- 3 Plug the power cord back into the printer to turn it on.
- 4 Print your document again.

Pages have poor print quality

- > Check the ink level graphic on the Cartridges tab of your Printer Properties. An ink cartridge may be out of ink or low on ink.
- > Check the print quality setting on your Printer Properties. Try a higher or lower quality setting. You may have selected a lower setting which may print lower quality prints or too high of a setting which could smear the ink.
- > Use a different brand of paper. Each brand of paper accepts ink differently and prints with slight color variations. It is recommended that you use Compaq Inkjet Media for the best results.
- > Align and/or clean the print cartridges from the Printer Properties Maintenance tab.
- > Don't use refilled print cartridges. For best results, use Compaq recommended supplies.

Printing is slow

Printing can be slow for several normal reasons.

- > If you are printing multiple large photos, printing can take longer.
- > Pages with many graphics will print slower than pages with mostly text.
- > High resolutions will take longer to print, such as 2400 x 1200 dpi. Use a lower resolution unless you require very high quality.
- > If you are printing from your PC, try closing any unneeded applications. Your PC may need additional RAM or a higher processor speed.

Printer prints blank pages

Make sure you have removed the transparent tape covering the bottom of the print cartridges. For help, see page 4.

The PC is not available

You have initiated a task that requires assistance from the PC, but the PC was not available. Make sure:

- > Your PC is on and is not in suspend mode. If you are unsure, move the mouse. If you can see your mouse moving, your PC should be available.
- > Check whether the USB cable is connected to both the A4000 and your PC.

Lastly, try your task again later if the A4000 is busy processing a previous task.

Scanning menu does not appear

The Scan To menu is created by your computer. If the A4000 has not been attached to a PC with the settings utility installed, the Scan To menu will be blank when you press the scan button. Otherwise,

- > Make sure the USB cable is connected and the A4000 software has been installed.
- > Run the A4000 settings utility. If it is already running, right-click on the icon in the system tray and shut it down before running it again.

For help in setting up your Scan To menu, see “Scanning” on page 21.

Contacting Compaq

Visit our Web site at **www.compaq.com** to:

- > Access publications for your printer.
- > Download software updates.
- > Search for solutions to common problems.
- > Learn new ways to use your printer.
- > Look for special offers and purchase inkjet supplies and media.

To quickly navigate to the Compaq website, click:

Start ▶ Program Files ▶ Compaq A4000 ▶ Compaq Online.

Warranty Service

How do I obtain warranty service?

You may access product technical support on Compaq's website at www.compaq.com or you may call Compaq's Technical Support Center. Compaq's highly trained technicians will first try to resolve the problem through our online services or by telephone. If your problems cannot be resolved using these methods, Compaq will ship an exchange printer to you. When returning the original printer, remove the ink cartridges and cable from the printer you are returning. You will need to use these with your exchange printer. Cable and ink cartridges are not shipped with the exchange printer.

How do I obtain online support?

Compaq offers free technical support via its Internet web site at www.compaq.com. Select Support. You may also visit the Compaq Support Forum at forum.compaq.com to quickly receive answers to your Compaq Inkjet Printer questions.

What is not covered by this limited warranty?

- > Product purchased from anyone other than Compaq or a Compaq authorized reseller
- > Product purchased outside the United States or Canada
- > Software products except for obligations specified in the software program license agreement
- > Routine cleaning, or normal cosmetic and mechanical wear
- > Damage from misuse, abuse, or neglect
- > Damage from use outside the product's usage parameters
- > Damage from use of parts not manufactured or sold by Compaq
- > Damage from modification or incorporation into other products
- > Damage from repair or replacement of warranted parts by other than a Compaq authorized service provider
- > Damage to or loss of any programs or data
- > Damage resulting from an act of God

Limited Warranty Statement for the United States and Canada

This One Year Limited Warranty applies in the United States and Canada to Hardware Products manufactured or distributed by Compaq Computer Corporation (Compaq) under the Compaq brand name.

A Compaq Hardware Product is defined as Compaq Inkjet Printer. Contact your Compaq authorized reseller or Compaq if you have any questions about this Limited Warranty. Compaq's obligations with respect to Software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license agreement. Compaq has no other obligation to repair or replace software under this limited warranty. Non-Compaq Hardware and Software Products are provided on an as is basis. However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties.

Terms of Limited Warranty

Compaq warrants that the Hardware Product you have purchased from Compaq or from a Compaq Authorized Reseller is free from defects in materials or workmanship under normal use during the warranty period. The warranty period commences on the date of purchase. Please retain a copy of your sales receipt. Your sales receipt is your proof of the date of purchase. This warranty extends only to you, the original Purchaser. It is non-transferable. It excludes expendable parts.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED IN THIS LIMITED WARRANTY. ANY WARRANTIES THAT MAY BE IMPLIED BY LAW ARE LIMITED IN DURATION TO THE ONE-YEAR LIMITED WARRANTY PERIOD. IN THE UNITED STATES, SOME STATES DO NOT ALLOW LIMITATIONS ON

HOW LONG AN IMPLIED WARRANTY LASTS SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

During the warranty period, Compaq will, at no additional charge, repair or replace defective parts contained in the Compaq Hardware Product with parts that are new or equivalent to new in performance and reliability.

All exchanged parts and Products replaced under this warranty will become the property of Compaq. If, after repeated efforts, Compaq is unable to restore the Product to good working order, you are entitled to a refund of the purchase price.

This Limited Warranty is valid only within the United States or Canada, and within the country in which the Hardware Product was purchased.

This Limited Warranty extends only to Products purchased from Compaq or from a Compaq authorized reseller.

This Limited Warranty also does not extend to any Product that has been damaged or rendered defective (a) as a result of accident, misuse, or abuse; (b) as a result of an act of God; (c) by operation outside the usage parameters stated in the

Product's User's Guide; (d) by the use of parts not manufactured or sold by Compaq; (e) by modification of the Product; or (f) as a result of service by anyone other than Compaq, a Compaq authorized reseller, or a Compaq authorized service provider. Compaq is not responsible for damage to or loss of any programs or data. Contact your local Compaq authorized service provider for geographic restrictions, proof-of-purchase requirements, response time commitments and other specific on-site service requirements.

Limitation of Remedy

Compaq is not liable for any damages caused by the Product or the failure of the Product to perform, including any lost profits, lost savings, incidental damages, or consequential damages. Compaq is not liable for any claim made by a third party or made by you for a third party.

This limitation applies whether damages are sought, or a claim made, under this warranty or as a tort claim (including negligence and strict product liability), a contract claim, or any other claim. This limitation cannot be

waived or amended by any person. This limitation of liability will be effective even if Compaq or an authorized representative of Compaq has been advised by you of the possibility of any such damages. This limitation of liability, however, will not apply to claims for personal injury.

In the United States, the limitations or exclusions of this Limited Warranty may not apply to you.

Some states do not allow the exclusion or limitation in incidental or consequential damages for consumer products. In such states, the exclusion or limitation of this Limited Warranty may not apply to you. This Limited Warranty gives you specific legal rights. You may also have other rights that may vary from state to state. You are advised to consult applicable state laws for a full determination of your rights.

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Notices

This section contains information about:

- > Notices
- > Safety information

Federal Communications Commission (FCC) compliance information statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful

interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- > Reorient or relocate the receiving antenna.
- > Increase the separation between the equipment and receiver.
- > Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- > Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable. Use of a substitute cable not properly shielded and

grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Compaq Computer Corporation
P. O. Box 692000
Mail Stop 510101
Houston, TX 77269-2000
Or, call (281) 514-3333

Service and Support

Please refer to your Limited Warranty Statement for information on how to obtain service and support for your product.

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements

of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the assigned parties within Compaq Computer Corporation.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI Notice

この装置は、情報処理装置等電磁障害防止規制協議会（VCCI）の基準に基づいてクラスBの電磁障害防止対策です。この装置は、家庭環境で使用することを目的としています。この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

U.S. Regulations Governing the Use of Modems

This equipment complies with Part 68 of the FCC rules. Located on the rear of the unit is a label that

contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. Upon request, you must provide this information to your telephone company.

Canadian Regulations Governing the Use of Modems

The Industry Canada Label identifies certified equipment. This means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the

above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority or an electrician.

For the location of the authorized Canadian maintenance facility nearest you, call 1-800-263-5868 or contact:

Compaq Canada, Inc.
45 Vogell Road
Richmond Hill, Ontario
L4S8 3P6

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Telephone Consumer Protection Act of 1991

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via a telephone facsimile machine unless such message clearly contains, in a margin at the top or bottom of each transmitted page, or on the first page of the transmission, the date and time it is sent and an identification of the business, entity, or individual sending the message and the telephone number of the sending machine or such business, or entity, or individual.

Ringer Equivalence Number

The REN for this device is 0.5B.

Energy Star




The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Compaq is proud to be a participant in this program.

As an Energy Star Partner, Compaq Computer Corporation has determined that this product meets the Energy Star guidelines for energy efficiency.

Safety information

- > If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
- > The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- > You should use the telephone line cord which is supplied with the machine. If you are replacing it, use AWG #26 or lower gauge.
- > Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- > This product is designed, tested, and approved to meet strict global safety standards with the use of specific authorized components. The safety features of some parts may not always be obvious. The printer manufacturer is not responsible for the use of other replacement parts.